



**Your Life  
Your Choice**  
care and support designed with you



## Direct Payments

### 5. Paying your client contribution

Depending on your financial circumstances, you may have been asked to pay a contribution towards the cost of your care and support.

How you will pay this contribution will depend on how you receive your Direct Payments and your Direct Payments support worker will advise you of this.

Some people pay their client contribution into their Direct Payments bank account. The money you receive from the council together with the money you pay as client contribution will together make the total Direct Payments amount. If you are required to pay your client contribution into the Direct Payments account you should pay the exact four-weekly amount. Please do not pay in lump sum or rounded up/down amounts. Your contribution will be updated annually in April and you will be informed of the new amount by the Finance Team. You will then need to amend the amount you pay into the Direct Payments account accordingly.

You can also pay your client contribution via an invoice. You will receive an invoice every four weeks and details of ways to pay will be on the reverse of the invoice. In this case the money paid into your Direct Payments bank account will be the total Direct Payments amount. Your Direct Payments support worker will advise you which method will apply for you.

In some cases you may have been advised you do not need to pay a client contribution. If your financial situation changes at any time, you should contact the finance team. If you are instructed that you need to start paying a contribution, you should contact the Direct Payments team to discuss this.

Should you require assistance or advice, please contact the Direct Payments Support Team.

#### Useful contacts:

Telephone: 03000 268 200

Email: [directpayments@durham.gov.uk](mailto:directpayments@durham.gov.uk)

[www.durham.gov.uk/directpayments](http://www.durham.gov.uk/directpayments)

Finance team: 03000 268 5192

**Please ask us if you would like this document summarised in another language or format.**

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03000 268 200